

JOB DESCRIPTION



1. POSITION DESCRIPTION:

Position Title:	Associate Manager, Lead Support, IT
Reports to:	Head of IT & Innovation
Department:	IT
Location:	Dubai
Grade:	D (Associate Manager)

2. JOB PURPOSE:

The primary focus of this role is to lead the support team within the technology function. Provide guidance and support in resolving user issues, monitoring the performance of business-critical systems and services to prevent delays and outages, resolving any issues in IT systems within agreed service level. Delivering and maintaining an efficient ITSM solution will be a key deliverable in the short term.

Longer term goals will be to bridge gaps between the support function, the infrastructure team and cyber security to allow for a more efficient means of troubleshooting / escalation following 2nd / 3rd level analysis.

3. REPORTING STRUCTURE:

Number of Staff Supervised	Direct Reports:	2
	Total:	2

4. KEY RESPONSIBILITIES:

Lead Support

- Accountable for technology operations budget linked to the overall IT service delivery, as per technology strategy
- Ensuring all systems are compliant with relevant regulatory, security, technology and architectural standards
- Managing organisation of the IT help desk. Leading end user satisfaction score improvement programs
- Manage, with the liaison with Head of IT and Innovation, the organisation's information (electronic data) systems so that they function reliably, meet the organisation's business needs, and use the organisation's IT resources effectively.
- Executing IT activities to ensure availability of services and reducing unplanned downtimes
- Management of 3rd party suppliers, including regular reviews on SLA performance
- Monitoring of information technology system performance, usage to perform capacity planning and infrastructure improvement recommendations.

Support

- Maintains and manages all IT systems including cloud platforms, on premise Infrastructure, applications, network devices and security tools

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- To support Microsoft Office 365, advising on the application suite and ensuring be-spoke business applications are able to interface with MS Office applications.
- Support Active Directory on-premise and within Azure and AD Connect - DirSync.
- Use of Powershell Scripting, ensuring risks associated with administrative Scripting are minimised.
- Support enterprise level applications, troubleshooting complex problems through logical fault diagnostic and lateral thinking.
- Provide 2nd/3rd line support and guidance to customers.
- Support with the internal and external day-to-day IT operations.
- Ensure regular IT equipment checks, communicating with the HR / Finance department as required to ensure an organised approach to onboarding new starters and processing leavers
- Liaise with third party suppliers for hardware repairs and software support

Policies, Systems, Processes & Procedures

- To maintain an up-to-date knowledge of cyber security, ensuring the complexities of a strong network perimeter security are maintained, especially when working with Cloud environments.
- Provide support on all relevant projects and programmes whilst working within associated Governance Controls.
- Responsible for MS SharePoint Online, appreciating the complexities associated with data migrations, in terms of usability, user engagement and governance.
- Manage user experience activities, understanding how technical configuration can improve the customer experience.

Related Assignments

- Suggest improvements into investments in technology hardware, software, and talent to meet the goals and objectives of the Company
- Effectively prioritise work and support challenges within the Company

Report

- Prepare reports on turn-around time for internal customers online and phone requests and other relevant information, as required in order to enable making improvements in internal desktop support response rates and processes.

5. WORK ENVIRONMENT:

The IT Department consists of several units that specialise in various IT fields. These units include; IT Security, Systems & Infrastructure, System Administration, Business Analysis, Project Management and first level end user support.

6. COMMUNICATION:

Internal:

End Users, IT Delivery Functions (Infrastructure, Project Management and IT Helpdesk)

External:

Vendors

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7. AUTHORITY & DECISION MAKING:

- This role report to the Head of IT & Innovation and provide regular status and progress reports
- Expected to run and make decisions autonomously for business-as-usual activities within service delivery

8. QUALIFICATIONS, EXPERIENCE, & SKILLS:

Eligibility Criteria:

Engineering Degree

Minimum Experience:

4-6 + Years

Knowledge, Skills & Attributes:

- Experience in management of technology operations, Infrastructure, Applications and Service Management (ITSM/ITIL), including formal awareness of ITSM processes, e.g. incident management, change management, service request fulfilment, service catalogue, problem management, knowledge management, asset and configuration management.
- Experience of leading and managing large IT projects and rolling out of IT infrastructures across various technologies
- Excellent working knowledge of computers, servers, storages, security devices and network systems. Hands on experience of system administrator
- Firm grasp on IT infrastructure and operations best practices
- Minimum of 5 years of hands-on experience in at least two or more areas of services management, computing and networking support (i.e., cloud operations, service operations, network-based information systems, or desktop support)
- Experience in management and mentoring of professionals with direct responsibility for a medium to large sized team that delivers technology services and support
- Experience of managing and running of on-premise, cloud (IaaS/PaaS/SaaS) and bespoke solutions

ROLE CLOSES: MONDAY 30TH MAY 2022